



Creating

Life

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Policy and Procedure # 320

Physical Conduct Between Clients and Between Clients and Employees

Approval: /S/ Dani Cook

Effective Date: 10/17/2023

POLICY:

Physical conduct between clients in common or public areas may be limited depending on the circumstances. Physical contact between employees and clients of EFI will be prohibited except when needed to provide necessary assistance to clients. EFI prohibits employees from engaging in any intimate physical relationships with any person for whom EFI is paid to provide services.

PROCEDURE:

1. Employees should closely monitor activities between clients in all common or public areas.
 - A. During activities in the homes:
 1. Clients will be encouraged to keep any affection shown in a common area of the home appropriate as to keep every client in the household as comfortable as possible.
 2. Activities between consenting adults, in an individual's private bedroom, are not restricted.
 - B. During activities on social outings or in public:
 1. Clients will be encouraged to act appropriately in public spaces.
2. Any clients engaged in overly affectionate or inappropriately sexual behavior while participating in group activities, in any public or common area, should be encouraged by an employee to refrain from this behavior until in a private setting.
3. Physical contact between employees and clients will be restricted to providing necessary assistance, handshakes, a quick single arm across the shoulder type "hug" or a pat on the back.
 - A. Employees shall always prop the door open if required to be alone with a customer in his/her bedroom, the bathroom, office, laundry room, etc.
 - B. . Employees should always be aware of possible negative interpretations of their actions.



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- C. Whenever possible a second employee should be a witness to procedures requiring physical contact, such as investigating a client's complaint of a medical concern, such as rashes, bruises, itching, etc., or when assisting with personal hygiene which would require the customer to remove clothing or expose private areas of their body. If there is not another employee present;
 - 1. The employee will determine if action can wait until another employee is available, such as calling in employee from another home or waiting until shift change.
 - 2. If in the employee's professional opinion action should not be delayed, they will document in their T-Logs;
 - A. An explanation for the need to enter the room.
 - B. The date and time the room is entered.
 - C. The time you return to the common area.
- D. When any bruises, bumps, wounds or other abnormalities are noted, they must be documented on T-Logs, incident Reports and/or Injury Reports will also need to be completed and turned in by the employee.
- E. Employees should avoid situations which could lead to a non-professional relationship with our clients. If such a relationship should begin to develop, the involved employee should discuss the possibility of job reassignment with their supervisor or, in some other way, limit contact with the involved client.
- F. All EFI employees are required to report any non-professional and/or questionable interactions between employees and clients that they observe, or have heard about, to their supervisor or department director.